GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1626
ANSWERED ON:28.11.2002
PAYMENT OF CLAIMS OF PASSENGERS
RAVINDRA KUMAR PANDEY

Will the Minister of RAILWAYS be pleased to state:

(a) the number of claims for Railway ticket refund by the each Railway Zonal Office/Chief Commercial Manager (Refund/Claim) during the last three years and current year September, 2002;

(b) the existing norms to refund railway ticket refund claim;

(c) whether there is any time frame to refund the railway ticket amount to the concerned applicant;

(d) if so, the details thereof;

(e) whether the payment of claim amount has not been made more than a year for cancellation of tickets to railway passengers by the Claim and Return Wing, Commercial Department of Northern Railway;

(f) if so, the reasons therefor; and

(g) the effective steps taken by the Government for the early disposal of claims for cancellation of tickets?

Answer

(MINISTER OF STATE IN THE MINISTRY OF RAILWAYS) (SHRI BANDARU DATTATRAYA)

(a) The Railway-wise details of the number of refund cases, pertaining to passenger traffic disposed off during the last three years and current year up to September, 2002 are enclosed as Appendix.

(b) to (d) Normally, refund is granted across the counter upto a certain stipulated time even after the departure of the train. If the passenger fails to obtain refund within this time, or if the refund is sought on grounds other than those mentioned in the refund rules, the passenger has to deposit the ticket within 30 days of the scheduled departure of the train. In lieu of the deposited ticket, he is given a Ticket Deposit Receipt (TDR), which he has to sendto the office of Chief Commercial Manager (Refund)of the TDR issuing zonal Railway within 90 days of the date of commencement of journey. Zonal Railways have been instructed to finalize such cases early and dispose them off within 3 months but it is not always possible to stick to this time limit in some cases because the process of verification of details of tickets takes time.

(e): As per information available, no such case of more than one year is pending.

(f): Does not arise.

(g): Station Managers of important stations have been delegated powers to grant refund after condoning delay. A pilot project for Computerization of Coaching Refunds has been implemented on South Central Railway. The projecthas been implemented in order to speed up the process of refund. This project has also been sanctioned for the servers located at Chennai, Kolkata, Mumbai & New Delhi.

APPENDIXREFERREDTO IN REPLY TO PART(a) OF UNSTARRED QUESTIONNO.1626 BY SHRIRAVINDRAKUMAR PANDEY TO BE ANSWERED IN LOK SABHA ON 28-11-2002 REGARDING PAYMENT OF CLAIMS OF PASSENGERS.

Statement indicating the railway-wise details of number of coaching refund cases disposed during the years mentioned below: -

Railway	1999-2000	2000-2001	2001-2002	2002-2003 (upto Sept.'02)
Central	41919	47655	50448	31833
Eastern	18112	6430	4517	2995
Northern	101341	108941	118554	75637
North Eastern	1424	1234	1100	477
Northeast Frontier	5925	7987	6547	2931

Southern	51224	54503	57254	29405
South Central	26403	27744	30272	14667
South Eastern	10024	10203	11464	7086
Western	34031	32281	33828	17308
Total	290403	296978	313984	182339